

IN THE CLAIMS:

The text of all pending claims is set forth below for the convenience of the Examiner. Cancelled claims are indicated with claim number and status only. The status of each claim is indicated with one of (original), (currently amended), (cancelled), or (previously presented).

1. (PREVIOUSLY PRESENTED) A method for managing data in automatic call distribution system, comprising a call center forwarding, a CTI instance for receiving control of a customer call from the call center forwarding directly and/or through an interactive voice response unit, a customer database accessible from the CTI instance, and an agent workstation communicating with the CTI instance, the method comprising:

transmitting caller data from the call center forwarding and/or the interactive voice response unit to the CTI instance;

extracting customer data from the customer database by the CTI instance on the basis of the caller data and an access level according to an agent profile stored in the CTI instance;

formatting the customer data in a customer data document by the CTI instance, the customer data being formatted in accordance with the access level assigned to an agent corresponding to the agent profile and having access to the agent workstation; and

providing the agent with the customer data document through the agent workstation, wherein

the access level is one of a plurality of graded access rights,

during a booking-in process of the agent and/or the agent workstation, the agent profile is activated, which identifies previously-specified access rights to customer information, and

the customer data document is generated from the customer data by matching the access rights to the activated agent profile.

2. (CANCELLED).

3. (PREVIOUSLY PRESENTED) A method for managing data in automatic call distribution system, comprising a call center forwarding, a CTI instance receiving call control directly from the call center forwarding and/or through an interactive voice response unit, a customer database accessible from the CTI instance, and an agent workstation, the method comprising:

transmitting caller data from the call center forwarding and/or the interactive voice

response unit to the CTI instance;

extracting customer data from the customer database by the CTI instance on the basis of the caller data;

formatting the customer data in a customer data document by the CTI instance, the customer data being formatted in accordance with an access level assigned to an individual agent having access to the agent workstation; and

providing the agent with the customer data document through the agent workstation, wherein

all customer data is associated with one or more access levels identifying types of agents that should be allowed access to the customer data,

the customer data is selected to determine data having an access level that matches the access level of an individual agent, and

the customer data document is assembled by compiling the data having a matching access level.

4. (PREVIOUSLY PRESENTED) The method in accordance with claim 1, wherein an access address is assigned to the customer data document, which address refers to an area of a working memory occupied by the customer data document, and the access address of the customer data document is transmitted to the agent workstation.

5. (PREVIOUSLY PRESENTED) The method in accordance with claim 1, wherein the customer data document is buffer stored in a working data memory, the working data memory is independent of the customer database, and the agent workstation accesses the customer data document from the working data memory.

6. (PREVIOUSLY PRESENTED) The method in accordance with claim 1, wherein the customer data document is created in a markup language, and the agent is provided with the customer data document from the agent workstation by a browser for the markup language.

7. (PREVIOUSLY PRESENTED) The method in accordance with claim 6, wherein the customer data document is created as an HTML document, and

the browser is an HTML browser.

8. (PREVIOUSLY PRESENTED) The method in accordance with claim 5, wherein the customer data document is created as a HTML document, the working data memory is a webserver, a URL address is assigned to the HTML document, and the URL address is transmitted to the agent workstation to provide the agent with the customer data document.

9. (PREVIOUSLY PRESENTED) The method in accordance with claim 7, wherein a URL address is permanently assigned to the agent workstation, the customer data document created as an HTML document is stored in a server assigned to the agent workstation, the server has an "update" function, the "update" function is triggered by a connection of a caller to the agent workstation, and the customer data document is opened by triggering the "update" function.

10. (PREVIOUSLY PRESENTED) A method in accordance with claim 1, wherein the customer data document is provided to the agent independently from the customer database.

11. (PREVIOUSLY PRESENTED) A system for an automatic call distribution, comprising:

a call center forwarding unit to forward caller data regarding a caller,

a CTI instance unit comprising:

a first converting device to convert caller data into search parameters for searching customer data in a customer database;

a second converting device to convert a first data format of the customer data retrieved using the search parameters from the customer database to a second data format of a customer data document, and to create the customer data document so that it contains information matching access rights of an agent who will address the caller;

a working data memory to store the customer data document independent from the customer database; and

an information provision unit to provide the agent with access to the customer data document, wherein

the access rights of an agent who will address the caller are defined by an access profile stored in the CTI instance unit, and

the system further comprises an assignment device to assign the customer data document to at least one agent profile.

12. (PREVIOUSLY PRESENTED) The system in accordance with claim 11, wherein the caller data is determined from an automatic call number identification unit.

13. (PREVIOUSLY PRESENTED) The system in accordance with claim 11, further comprising an interactive voice response unit to determine caller data from an automated telephone dialogue.

14. (PREVIOUSLY PRESENTED) The system in accordance with claim 11, wherein the first converting device converts caller data from a DNIS system into search parameters for a search operation of customer data in the customer database.

15. (CANCELLED).

16. (PREVIOUSLY PRESENTED) The system in accordance with claim 11, wherein the second converting device converts the first data format into a markup language.

17. (PREVIOUSLY PRESENTED) The system in accordance with claim 16, wherein the second converting device converts the first data format into an HTML markup language.

18. (PREVIOUSLY PRESENTED) The system in accordance with claim 11, wherein the information provision unit creates an access address of the customer data document, and
the access address is a URL address.

19. (PREVIOUSLY PRESENTED) The system in accordance with claim 11, wherein the agent accesses the customer data document through an agent workstation, a URL address is permanently assigned to the agent workstation, the agent workstation has an "update" function, and the customer data document corresponding to the URL address is opened when the

caller is connected to the agent workstation.

20. (PREVIOUSLY PRESENTED) The system in accordance with claim 11, wherein the working data memory is a webserver external to the customer database the customer data document is stored in the webserver as HTML data, and the agent is provided with the customer data document from the webserver through a URL address.

21. (PREVIOUSLY PRESENTED) A method for managing data in automatic call distribution, comprising:
determining caller data to identify a caller;
extracting customer data from a customer database on the basis of the caller data;
formatting a portion of the customer data to create a customer data document based on an agent security level, the agent security level identifying types of information within the customer data to which a call answering agent is permitted access; and
providing the call answering agent with the customer data document through an agent workstation.

22. (PREVIOUSLY PRESENTED) The method in accordance with claim 21, wherein the access level is selected from a plurality of graded access rights, during a booking-in process of an agent and/or an agent workstation, an agent profile is activated, which identifies previously-specified access rights to customer information, and the customer data document is generated from the customer data by matching access rights to the activated agent profile.

23. (PREVIOUSLY PRESENTED) The method in accordance with claim 21, wherein the customer data is formatted in accordance with an access level by a method comprising:
all customer data is associated with one or more access levels identifying the types of agents that should be allowed access to the data,
all customer data is searched to find data having an access level that matches the individual agent, and
the customer data document is assembled by compiling the data having a matching access level.

24. (PREVIOUSLY PRESENTED) The method in accordance with claim 23, wherein an access address is assigned to the customer data document, which address refers to an area of a working memory occupied by the customer data document, and the access address of the customer data document is transmitted to the agent workstation.

25. (PREVIOUSLY PRESENTED) The method in accordance with claim 24, wherein the customer data document is buffer stored in a working data memory, the working data memory is independent of the customer database, and the agent workstation accesses the customer data document from the working data memory.

26. (PREVIOUSLY PRESENTED) The method in accordance with claim 25, wherein the customer data document is created in a markup language, and the agent is provided with the customer data document from the agent workstation by a browser for the markup language.

27. (PREVIOUSLY PRESENTED) The method in accordance with claim 26, wherein the customer data document is created as an HTML document, and the browser is an HTML browser.

28. (PREVIOUSLY PRESENTED) The method in accordance with claim 27, wherein the customer data document is created as a HTML document, the working data memory is a webserver, a URL address is assigned to the HTML document, and the URL address is transmitted to the agent workstation to provide the agent with the customer data document.

29. (PREVIOUSLY PRESENTED) The method in accordance with claim 27, wherein a URL address is permanently assigned to the agent workstation, the customer data document created as an HTML document is stored in a server assigned to the agent workstation, the server has an "update" function,

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the "update" function is triggered by a connection of a caller to the agent workstation, and the customer data document is opened by triggering the "update" function.